Contractor / Owner has an Inspection Related Issue (Order, Hours, Fee)

Speak to the Inspector to discuss / resolve the issue

Was the issue resolved?

Y

N

Speak to the Inspector’s Supervisor to discuss / resolve the issue

Was the issue resolved?

Y

N

TSSA Supervisor to engage additional resources (operations, engineering, supervisors, past inquiries, FMEA, etc...)

Was the issue resolved?

Y

N

Appeal to the Director

Notes:
1. FMEA (Failure Mode and Effect Analysis) by TSSA PSRM Group.
2. Where an issue cannot be resolved using the flowchart an appeal may be made to the Elevating Devices Program Director.
Contractor / Owner has an Inspection Related Issue (Order, Hours, Fee)

Discuss with TSSA Inspector first, then escalate to the next level in sequence

- Escalations steps exhausted?
  - No: Escalate to Next Level
  - Yes: Appeal to the Director

- Item Remains or is Adjusted per Discussion

  - Was the issue resolved?
    - Yes
    - No: Speak to the Inspector to discuss / resolve the issue
      - Speak to the Inspector’s Supervisor to discuss / resolve the issue
      - TSSA Supervisor to engage additional resources (operations, engineering, supervisors, past inquiries, FMEA, etc.)

Notes:
1. FMEA (Failure Mode and Effect Analysis) by TSSA PSRM Group.
2. Where an issue cannot be resolved using the flowchart an appeal may be made to the Elevating Devices Program Director.